



COMMONWEALTH of VIRGINIA
DEPARTMENT OF PROFESSIONAL AND OCCUPATIONAL REGULATION

3600 West Broad Street, Richmond, Virginia 23230-4917
Telephone (804) 367-8500 TDD (804) 367-9753
<http://www.dpor.virginia.gov>

LOUISE FONTAINE WARE
DIRECTOR

SANDRA WHITLEY RYALS
CHIEF DEPUTY

DEPUTY DIRECTORS

KAREN W. O'NEAL
Licensing & Regulation

NICK A. CHRISTNER
Compliance & Investigations

STEVEN L. ARTHUR
Administration & Finance

DIRECTOR'S POLICY

#100-13

ESTABLISHING AND REVISING PROCEDURES AND FORMS

EFFECTIVE DATE: June 16, 2005

APPROVED BY: 

I. HISTORY

This policy replaces Director's Policy #100-13, Establishing Department Procedures and Forms effective March 6, 2003.

II. PURPOSE

The purpose of this policy is to provide conditions and procedures for establishing procedures and forms.

III. POLICY

Department of Professional and Occupational procedures used by multiple divisions shall be documented and published in a manner that affords access to all employees. All forms and applications used by external stakeholders shall be subject to the review and publishing provisions of this policy. Procedures and forms related to Department policies shall be handled in accordance with Director's Policy #100-01, Establishing and Revising Policies and Related Procedures.

IV. DEFINITIONS

Forms

Documents with blank areas for the insertion of information, including but not limited to applications for licensure, certification, or registration and complaint intake forms.

Procedure

A series of actions or set of established forms or methods for conducting the business affairs of the Department

V. PROCEDURES

A ESTABLISHING DEPARTMENT PROCEDURES

- 1 Procedures that are used by multiple divisions shall be approved by all appropriate Deputy or Division Directors and submitted to the Policy, Planning and Public Records Director to ensure proper classification of the document (policy or procedure) and electronic publication.
2. Desk procedures, reference manuals, and other instructions applicable to a single work unit (division, section or program) do not require any central review or publication; however, work unit procedures should be reviewed and approved by the appropriate supervisor/manager prior to implementation.

B ESTABLISHING DEPARTMENT FORMS

1. Forms that are to be completed by external stakeholders shall be designed in accordance with statutory and regulatory requirements by staff within the responsible licensing or program area and submitted to the appropriate Executive/Program Director for final approval. All forms shall use the Arial Narrow 11 point font and include the Department name, mailing address, (in Arial 12 point) and logo on the top of the first page. Forms shall be designed for electronic data entry and stored in both MSWord and PDF formats in a shared electronic folder
- 2 Application form changes shall be communicated as early as possible to the Finance, Education and Examinations, Public Records, Administration, and Information Systems Sections.
3. Whenever possible, form changes shall be tested or closely monitored during the first few weeks of use to identify and correct any form design/content problems.
4. Periodic random audits of forms and applications shall be conducted by the Policy, Planning and Public Records Director to ensure compliance with legal requirements and formatting guidelines. Audit results shall be reported to the appropriate Executive/Program Director and Deputy Director.
5. Forms developed for use by a single individual or work unit shall not be subject to any central review; however, work unit forms should be reviewed, approved, and updated by the appropriate supervisor/manager.

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